

IN THE CLAIMS:

Please **amend claims 1-5, 7, 8, 9, 17, and 25-28** as follows:

1. (Currently amended) A method of establishing network communication later in time between a first user endpoint entity accessing a resource over a data network and a second user endpoint entity associated with that resource, using a service system that can set up a communication session with an associated transport mechanism allowing the exchange of data across the network between user endpoint entities joined to the session[[:]], the method ~~involving the steps of~~ comprising operations that proceed as follows:

(a) [[:]] upon the first user endpoint entity indicating that it wishes to communicate with a second user endpoint entity in the future, the service system generates ~~and stores~~ a session identifier for a future communication session, ~~to be used in the future and~~ passes a copy of the identifier over the network to the first endpoint entity[[:]] and stores the identifier along with context data concerning the future communication session;

(b) [[:]] when the first user endpoint entity subsequently wishes to establish said future communication session, it passes back the session identifier to the service system; and

(c) which on matching the service system thereupon matches  
the received identifier with the stored session identifier to  
retrieve said context data, and joins the first user endpoint  
entity into a communication session with [[the]] an appropriate  
second user endpoint entity as identified using said context data.

2. (Currently amended) A method according to claim 1, wherein  
in (a):

the first endpoint entity indicates that it wishes to  
communicate with a second endpoint entity in the future, by means  
of a communication sent outside of any existing said communication  
session, the first endpoint entity ~~passing~~ passes the service  
system said context data, ~~about the intended communication session~~  
~~which the service system stores in association with the session~~  
~~identifier it generates for the session, this~~ said context data  
~~comprising data that is being~~ subsequently used by the service  
system in (c) to select a particular second endpoint entity~~[[,]]~~  
from a pool of possible such entities, to join in [[a]] the  
communication session with the first endpoint entity.

3. (Currently amended) A method according to claim 1, wherein  
in (a):

the first endpoint entity indicates that it wishes to  
communicate with a second endpoint entity in the future by means

of a communication sent outside of any existing said communication session, the first endpoint entity ~~passing~~ passes the service system ~~context data about the intended communication session which the service system stores in association with the session identifier it generates for the session, this context data identifying a specific second endpoint entity with which the first endpoint entity wishes to communicate, and being used~~ the service system uses the data passed to it by the first endpoint entity for said context data to set a time for the intended communication session based on the availability of that second endpoint entity, this time being passed back ~~[[ot]]~~ to the first endpoint entity ~~in step (a).~~

4. (Currently amended) A method according to claim 1, wherein in (a):

the first endpoint entity indicates that it wishes to communicate with a second endpoint entity in the future during the course of an existing communication session with a second endpoint entity, and the service system ~~extracting~~ extracts data it has about the existing communication session, including the identity of the second endpoint entity, and ~~storing~~ stores it as said context data ~~for the intended communication session in association with the session identifier it generates for that session, this~~

~~context data identifying the second endpoint entity whereby the same second endpoint entity is joined with the first endpoint entity in the future communication session as in the existing session.~~

5. (Currently amended) A method according to claim 1, wherein in (c), the service system is triggered uses the retrieved context data to select, where not already specifically identified, [[a]] said appropriate second endpoint entity ~~and to join the second endpoint entity with the intended communication session, by the first endpoint entity sending the session identifier to the service system in step (b).~~

6. (Original) A method according to claim 1, wherein a telephone number associated with the first endpoint entity and a time for the future communication between the first and second endpoint entities is stored at the service system along with the session identifier, the service system being triggered at the indicated time to initiate a telephone call to the first endpoint entity.

7. (Currently amended) A method according to claim 1, wherein a time for the future communication between the first and second endpoint entities is stored at the service system along

with the session identifier, the service system being triggered at the indicated time to select, where not already specifically identified, **[[a]]** said appropriate second endpoint entity and to join that second entity into the intended communication session.

8. (Currently amended) A method according to claim 7, wherein a telephone number associated with the first endpoint entity is stored at the service system along with the session identifier, the service system upon joining the second endpoint entity to the communication session, initiating a telephone call to the first endpoint entity from the joined second endpoint entity.

9. (Currently amended) A method according to claim 1, wherein the network resource is a website and in **[[step]]** (a), the first endpoint entity is passed said session identifier in association with a rendezvous web page the URI of which is bookmarked by the first endpoint entity, the first endpoint entity returning the session identifier to the service system ~~in step~~ in (b) by using the bookmarked URI to request the rendezvous web page.

10. (Original) A method according to claim 9, wherein the session identifier is passed to the first endpoint entity in a

cookie associated with the rendezvous web page, this cookie being automatically stored at the first endpoint entity.

11. (*Original*) A method according to claim 9, wherein the session identifier is passed to the first endpoint entity in a query string of the URI of the rendezvous web page.

12. (*Previously presented*) A method according to claim 1, wherein the network resource is a commercial website, the first endpoint entity being associated with an enquirer and the second endpoint entity is associated with a representative in a contact center.

13. (*Previously presented*) A method according to claim 1, wherein the service system, in setting up a communication session for the first and second endpoint entities, creates a service-session functional entity which in the course of joining a said endpoint entity to the session, sends connection details of the transport mechanism associated with the communication session to the endpoint entity or its proxy, that endpoint entity or its proxy then using the connection details to connect itself to the transport mechanism.

14. (*Original*) A method according to claim 13, wherein the service-session functional entity comprises a session instance

with generic behaviour for adding and removing endpoint entities to the communication session and for recording the endpoint entities currently joined to the communication session, and an associated service instance with service-specific behaviour determining when the session instance is to add and remove endpoint entities.

15. (*Previously presented*) A method according to claim 1, wherein the service system, in setting up a communication session for the first and second entities, creates a service-session functional entity that comprises a session instance with generic behaviour for adding and removing endpoint entities to the communication session and for recording the endpoint entities currently joined to the communication session, and an associated service instance with service-specific behaviour determining when the session instance is to add and remove endpoint entities.

16. (*Previously presented*) A method according to claim 1, wherein the transport mechanism associated with a communication session provides multiple data transfer channels, for different media types, between endpoint systems joined to the communication session.

17. (Currently amended) A method according to claim 16, wherein the endpoint systems include web browser functionality and the service system provides functionality, and the transport mechanism provides channels, for at least two of the following:

[[ - ]] text chat;

[[ - ]] follow-me page-push;

[[ - ]] packetized voice.

18. (Original) A method according to claim 13, wherein the transport mechanism associated with a communication session provides multiple data transfer channels, for different media types, between endpoint systems joined to the communication session, the connection details passed to a said endpoint system or its proxy comprising details of the media channels associated with the communication session, and the endpoint system or its proxy using these details to establish corresponding media channel connections to the transport mechanism.

19. (Original) A method according to claim 13, wherein the state of connection of a said endpoint entity to the transport mechanism is signalled to the session-service functional entity by leg messages passed between a leg controller of the endpoint system or its proxy and a corresponding leg controller of the service-session functional entity.



20. (Original) A method according to claim 13, wherein the second endpoint entity or its proxy already has connection functionality for joining and participating in a communication session, the service-session functional entity of the communication session to which the endpoint entity is to be joined inviting this entity into the session by sending said connection details to the connection functionality of the entity or its proxy.

21. (Original) A method according to claim 13, wherein the service-session functional entity, in joining the first endpoint entity into the communication session, sends the latter both connection functionality for joining and participating in a communication session, and said connection details.

22. (Original) A method according to claim 21, wherein the connection details and functionality are sent in association with a web page served by the service system.

23. (Previously presented) A method according to claims 13, wherein the service-session entity is created at the time the session identifier is sent to the first entity.

24. (Previously presented) A method according to claim 13, wherein the service-session entity is created immediately prior

to the joining of a first-to-be joined one of the first and second entities is joined to the session.

**25. (Currently amended) Apparatus comprising:**

[[ - ]] a network resource which is accessible to a first user endpoint entity over a data network;

[[ - ]] session means for setting up a communication session with an associated transport mechanism allowing the exchange of data across the network between user endpoint entities joined to the session;

[[ - ]] future-communication identifier means arranged to be responsive to the first user endpoint entity indicating that it wishes to communicate in the future with a second user endpoint entity associated with said network resource, to generate and store a session identifier for a future communication session ~~to be used in the future~~ and store the identifier along with context data concerning the future communication session;

[[ - ]] pass-back means for passing a copy of the identifier over the network back to the first endpoint entity; and

[[ - ]] session-activation means for subsequently receiving back the session identifier from the first endpoint system, for thereupon matching it with the stored session identifier to retrieve said context data, and ~~where such a match is established,~~

for triggering the session means to join the first endpoint entity into a communication session with ~~[[the]]~~ an appropriate second endpoint entity.

26. (Currently amended) Apparatus according to claim 25, wherein the apparatus is adapted to enable the first endpoint entity to indicate that it wishes to communicate with a second endpoint entity in the future by means of a communication to the apparatus made outside of any existing said communication session~~[[;]]~~, ~~the future-communication identifier means being operative to store, in association with the session identifier, context data concerning the first endpoint entity; and the session means being operative, when~~ in response to being triggered by the session-activation means, to use this context data to select a particular second endpoint entity, from a pool of possible such entities, to join in a communication session with the first endpoint entity.

27. (Currently amended) Apparatus according to claim 25, wherein the apparatus is adapted to enable the first endpoint entity to indicate that it wishes to communicate with a specific second endpoint entity in the future by means of a communication made outside of any existing communication session~~[[;]]~~, ~~the future-communication identifier means being operative to store, in~~

~~association with the session identifier, context data identifying~~  
~~a the identity of said~~ specific second endpoint entity ~~with which~~  
~~the first endpoint entity wishes to communicate, this as part of~~  
~~said~~ context data and ~~being used~~ to set a time for the intended  
communication session based on the availability of ~~[[that]]~~ said  
specific second endpoint entity~~[[;]]~~, and the pass-back means  
being operative to pass back this time to the first endpoint  
entity in association with the session identifier.

28. (Currently amended) Apparatus according to claim 25,  
wherein the apparatus is adapted to enable the first endpoint  
entity to indicate that it wishes to communicate with a second  
endpoint entity in the future during the course of an existing  
communication session with a second endpoint entity~~[[;]]~~, the  
~~future communication identifier means being operative to store, in~~  
~~association with the session identifier, context data about the~~  
~~existing communication session~~ comprising at least the identity of  
the second endpoint entity~~[[;]]~~, and the session means being  
operative, ~~when~~ in response to being triggered by the session-  
activation means, to use the context data to join the same second  
endpoint entity with the first endpoint entity in a communication  
session.

29. (Original) Apparatus according to claim **25**, wherein the network resource is a website and the pass-back means is operative to pass the first endpoint entity said session identifier in association with a rendezvous web page the URI of which is intended to be bookmarked by the first endpoint entity, the association of the session identifier with the rendezvous page being such that the first endpoint entity can return the session identifier to the service system by using the bookmarked URI to request the rendezvous web page.